

Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>			Complete if Known Application Number 09/990,402 (Conf. No. 3669) Filing Date November 21, 2001 First Named Inventor William Slate Art Unit 3621 Examiner Name Evens J. Augustin Attorney Docket AAA/03		
Sheet	1	of	2		

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² *****	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		5,182,705	01-26-1993	Barr et al.	
		2002/0147604	10-10-2002	Slate	
		2002/0147603	10-10-2002	Slate	
		2002/0161597	10-31-2002	Klibaner	
		2004/0059596	03-25-2004	Vaidyanathan et al.	
		6,850,918	02-01-2005	Vaidyanathan et al.	
		7,529,679	05-05-2009	Pomerance	

Examiner Initials*		Cite No. ¹	Application number and description of document
			Office Actions and Replies for U.S. Application Serial No. 09/991,223 filed November 21, 2001
			Office Actions and Replies for U.S. Application Serial No. 10/303,146 filed November 21, 2002

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ² "Number" "Kind Code" (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		WO 00/68865	11-16-2000	NAM Corporation	

Examiner Signature	Date Considered
--------------------	-----------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. * Applicant's unique citation designation number (optional). * See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. * Enter Office that issued the document, by the two-letter code (WIPO Standard ST 3). * For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. * Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST 16 if possible. * Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2

Substitute for form 1449/PTO		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>		Application Number	09/990,402 (Conf. No. 3669)
		Filing Date	November 21, 2001
		First Named Inventor	William Slate
		Art Unit	3621
		Examiner Name	Evens J. Augustin
Sheet	2	of	2
		Attorney Docket	AAA/03

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	†
		MITCHELL, "Handling Consumer Complaint Information: Why and How?," <i>Logistics Information Management</i> , 6:20-26 (1993).	
		"Get it Straight From the Consumer," <i>Success</i> , 40:41 (1993).	

Examiner Signature	Date Considered
--------------------	-----------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. * Applicant's unique citation designation number (optional). ** See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. † Enter Office that issued the document, by the two-letter code (WIPO Standard ST 3). ‡ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. § Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST 16 if possible. ¶ Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2